



**Big Brothers Big Sisters**

*Little Moments. Big Magic.™*

## **JOB DESCRIPTION**

<b>Position Title:</b> <b>CUSTOMER RELATIONS SPECIALIST</b>	<b>Job Code:</b>	<b>Overtime Status:</b> <b>Non-exempt</b>
<b>Department:</b> Mentoring Programs	<b>Location:</b>	
<b>Reports To:</b> Director of Mentoring Programs	<b>Number of People Supervised:</b> None	

### **POSITION PURPOSE**

This position is responsible for providing high-level customer service in response to all customer and stakeholder inquiries and leads. This individual will help recruit, screen, and process both families and volunteers for the program.

Performance Measures: A successful Customer Relations Specialist will produce positive outcomes in the following areas: volunteer yield and processing time; youth yield; youth/parent processing time; customer satisfaction, and quality ratings in customer relations processing leading to high match retention.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

All customer and stakeholder contacts are marked by an atmosphere of engagement and motivation.

Ensure that all volunteers receive an engaging, positive and personalized sales phone response promoting BBBS programs.

- Effectively move the volunteer from the point of first contact to active enrollment.
- Determine the best way to get volunteer investment in the enrollment process.
- Identify and eliminate any barriers interfering with the initial enrollment process.
- Follow process through to next point of contact.
- Obtain preliminary contact information and schedule enrollment interview within prescribed time frame.

Send forms or program information as needed to volunteers, families or school administrators.

Collaborate with other service delivery staff to ensure smooth transition among functions.

Respond to all volunteer and parental calls regarding their enrolled status (or that of their children). Ensure that all such inquiries receive prompt and informative responses.

Respond to all calls requesting general information; communicating basic information, flexibility and volunteer choices.

Persistently and accurately track and maintain recurring contact with potential volunteers and families who have not yet begun the enrollment process.

Check references and conduct criminal and child abuse background checks for volunteers. Establish the legal identity of the volunteer through original documentation. Immediately bring to the attention of our Enrollment and Match Specialist any concerns surfacing during reference checking that may influence the volunteer enrollment process.

Promote BBBS and present volunteer options to references.

Enter all inquiries and pertinent data into database, ensuring accuracy and timelines of information systems.

This position serves as the backup for our Receptionist.



### EDUCATION & RELATED WORK EXPERIENCE

#### Education Level/ Years of Related Work Experience:

(minimum & preferred educational requirements necessary to perform this job successfully)

- Bachelor's degree preferred
- At least one year prior customer service experience
- A belief in the Mission and Vision of BBBS
- Must understand and be able to articulate the mission of the agency and describe the programs and opportunities we offer
- Excellent communication skills (phone, email & in person)
- Strong facilitation/presentation skills
- Must be customer focused and friendly while being able to engage the individual
- High level of efficiency and organization, ability to handle multiple tasks
- Excellent attention to detail & organized work style
- Intermediate typing skills; at least 35 – 40 wpm
- Intermediate knowledge of Microsoft Office software
- Prior experience with a database software
- Required to work one evening each week and flexibility to work on weekends

### SKILLS AND KNOWLEDGE

	Required	Preferred
Proficiency in technical areas such as Microsoft Office; including Word, Outlook, Excel, and database experience.	X	
Excellent oral communication skills reflecting solid customer service both in-person and via the telephone	X	
Ability to relate well in cross-cultural environments	X	
Ability to effectively collaborate with other volunteer match staff	X	
Ability to use time effectively	X	
Ability to focus on details	X	
Ability to adapt to shifting priorities	X	
Ability to position and promote opportunities	X	

### WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

(Describe any specific work place conditions and/or physical abilities that are related to and/or required by this job)

Routine office environment. Work hours and work location flexible to meet customer needs.



Core Competencies	High Performance Indicators
Attention to Detail	Able to review data/documents for accuracy and consistency; take action to prevent mistakes; follow procedures closely; keep records accurate and up to date.
Customer Focus	Able to build rapport with customers, listening and responding effectively and efficiently to meet their needs; identify unexpressed customer needs and potential products/services to meet those needs; prioritize work in alignment with the needs of the customer; use customer knowledge and feedback to improve own work results; provide a welcoming and inclusive experience for prospective volunteers, youth and families of diverse perspectives, talents, backgrounds and/or styles.
Flexibility & Achieving Change	Able to positively deal with changes that affect job requirements; adapt to shifting priorities in response to the needs of internal and external clients; quickly recognize situations/conditions where change is needed; work to clarify situations where information, instructions, or objectives are ambiguous; support organizational change.
Gets Results	Able to demonstrate high personal work standards and a sense of urgency about results; do everything possible to meet goals and deadlines without sacrificing quality; persist in the face of changing circumstances; accept responsibility for the outcomes of his/her own work.
Influencing	Able to persuade and enlist others' support in accomplishing objectives; motivate/reassure prospective volunteers and youth/families to enrollment by using data or logic to aid them in their decision; use different influence approaches as appropriate.
Planning & Organizing	Able to create detailed work plans; balance the need for adequate planning with the need for action; avoid wasting time on tasks that yield low value; use resources efficiently; create and monitor measures to chart the progress and impact of assignments.
Relationship Building	Able to deal effectively with people in order to get work accomplished; adjust own interpersonal approach to fit the interpersonal style/needs of others; recognize the impact of one's behavior on others; build a network of internal and external contacts to meet job responsibilities.
Strategic Alignment	Able to align own work objectives with the organization's strategic plan or objectives; act with an understanding of how the community affects the business and how own actions and decisions affect other jobs or outcomes.
Valuing Diversity	Able to seek out and work effectively with others who have diverse perspectives, talents, backgrounds, and/or styles; contribute to a team climate in which differences are valued and supported; challenge any stereotyping or offensive comments; seek and respond to feedback from others about his/her own behavior that might be perceived as biased.



### ***Equal Employment Opportunity***

BBBSA provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

### ***Americans with Disabilities Act***

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.

### ***Job Responsibilities***

The statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. BBBS may change the specific job duties with or without prior notice based on the needs of the organization.

### **TO APPLY:**

Submit a resume and cover letter describing your experience and fit for this position to:

Regina Miller, Administrative Manager  
Big Brothers Big Sisters, A Community of Caring  
3501 Covington Road  
Kalamazoo, MI 49001

**By email ONLY to:** [reginamiller@bbbsmi.org](mailto:reginamiller@bbbsmi.org)

**Open until filled.**

<b>ACKNOWLEDGEMENTS</b>	
<b>Creation Date:</b> 04/2014	
<b>Supervisor:</b> I have approved this job description and reviewed with my employee.	
Signature:	Date:
<b>Employee:</b> I have reviewed this job description with my supervisor and acknowledge receipt.	
Signature:	Date:
<b>Human Resources:</b>	
Signature:	Date: